

# Transforming a Service Desk from Regional to Global

#SDI2019

#Regional2Global

Speaker: Mick Finnan

Support: Sian Jones & Michael Crow

# Agenda Items



- Who are Computershare?
- Why globalise the service?
- Why Edinburgh?
- Recruitment
- Training Academy
- Service Transition
- Service Desk inbound trend
- Challenges
- The future
- The team!

Questions: 07795 092689

# Computershare world



Questions: 07795 092689

# Why globalise the service?



- ❑ Computershare has grown by acquisitions.
- ❑ 5 Regional Service Desks:
  - ❑ Boston.
  - ❑ Denver.
  - ❑ Melbourne.
  - ❑ Bristol.
  - ❑ Skipton.
- ❑ Regional Service Desks not all following same processes.
- ❑ Centralisation of Technology Teams (Service Desk, Operations, Development) for global reach.
- ❑ Cost effective solution.

Questions: 07795 092689

# Why Edinburgh?



- ❑ Computershare has a long and very positive relationship with Edinburgh.
- ❑ Longstanding intellectual and university culture, well known for being an innovation powerhouse.
- ❑ Many success stories for innovative technologies:
  - ❑ Skyscanner.
  - ❑ Zonefox.
  - ❑ Codebase.
- ❑ High level of tech talent available for various IT streams.
- ❑ Fantastic training opportunities in conjunction with Skills Development Scotland.
- ❑ Why not?

Questions: 07795 092689

# Recruitment



- ❑ Large scale, rapid recruitment.
  - ❑ Circa 50 Service Desk (including 7 Apprentices).
  - ❑ 10 Service Process staff (QA, Audit, Training, Management Information etc).
  
- ❑ Assessments centres were held at Murrayfield, home of Scottish Rugby Union.
  
- ❑ Sessions consisted of:
  - ❑ Group task – team work, attention to detail, information gathering.
  - ❑ Scenario task – attention to detail, prioritisation of tasks, time sensitive.
  - ❑ 1:1 interview.
  
- ❑ Requirements:
  - ❑ Background in a technical environment.
  - ❑ Customer service skills.
  - ❑ Flexibility for shift work.

Questions: 07795 092689

# Training Academy



- ❑ Four week Academy.
  - ❑ Three weeks classroom training (including live support).
  - ❑ One week cross-over and shadowing.
  
- ❑ Main teaching points.
  - ❑ Access management.
  - ❑ Information security.
  - ❑ Customer service.
  - ❑ Troubleshooting fundamentals.
  
- ❑ In depth sessions to understand IT's role within the global Computershare business.
  
- ❑ Regular written and practical tests.

Questions: 07795 092689

# Service Transition

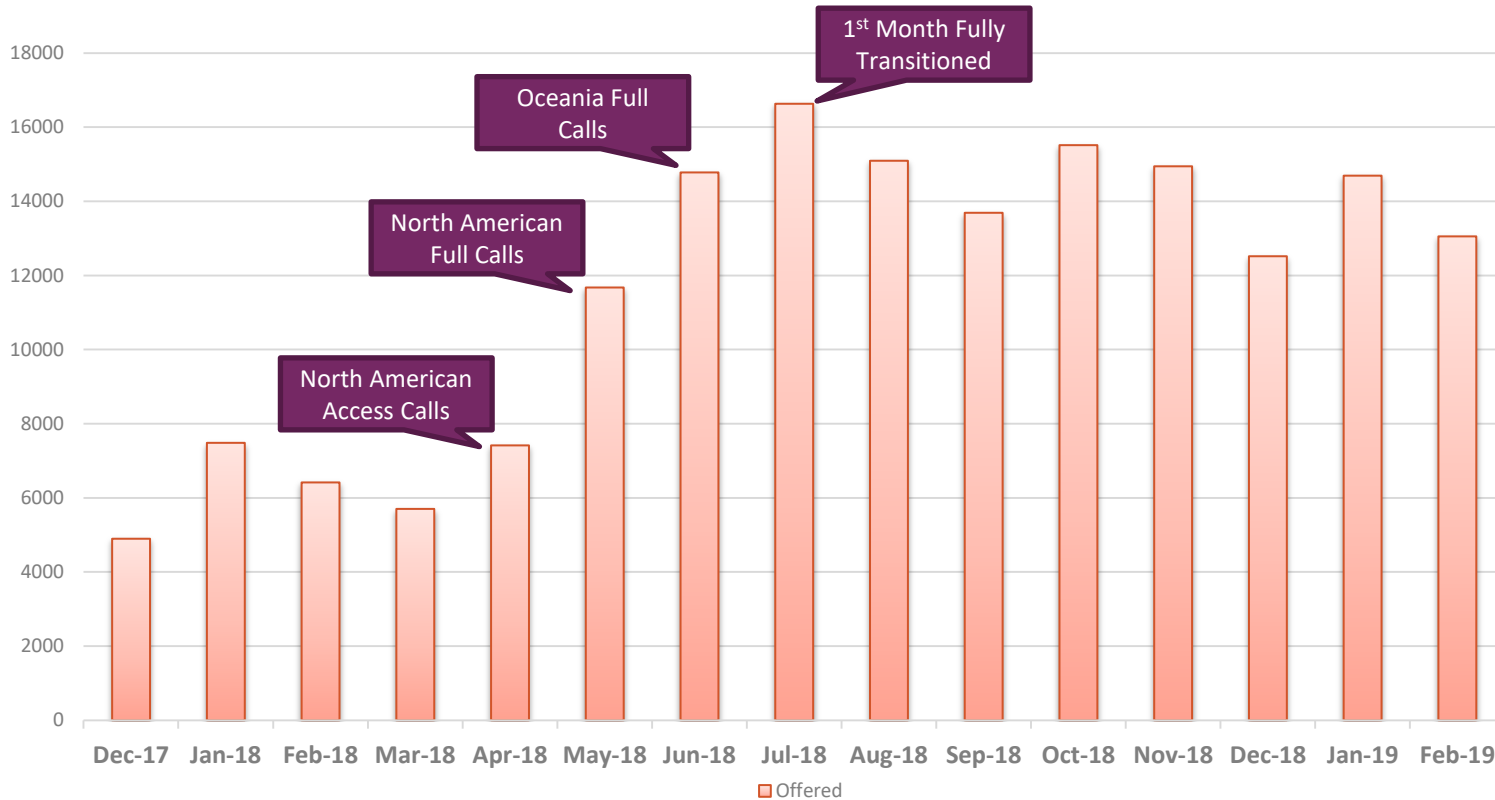


- ❑ Engagement with key team members to support the transition.
- ❑ Creation of a Service Transition Team covering knowledge and documentation verification/creation.
- ❑ Validation of key processes that would require a high level of training.
- ❑ Weekly Key Stakeholder meetings with Service Operations Management.
- ❑ Regular attendance at regional Business Unit meetings.

Questions: 07795 092689



# Service Desk inbound trend



Questions: 07795 092689

# Challenges



- ❑ Large scale recruitment.
- ❑ Poor levels of documentation.
- ❑ Internal push back.
- ❑ Behaviour changes.
- ❑ Customer expectations.
- ❑ Regional language colloquialisms/slang.
- ❑ Managing several time zones.

Questions: 07795 092689

# The future



- ❑ Implementing ServiceNow as our Service Management toolset.
  - ❑ New and improved Self Service Portal.
  - ❑ Live Chat function as additional contact method.
  
- ❑ Global Self Service password reset functionality.
  
- ❑ Automation of global processes.
  
- ❑ Regular customer engagement:
  - ❑ Office visits.
  - ❑ Online webex sessions – “Lunch and Learn”.
  - ❑ Community forum development.
  
- ❑ Move to new, purpose built offices on St Andrews Square.

Questions: 07795 092689



## Global Tech Support

*PROVIDING WORLDWIDE IT SUPPORT 24/7*



# Questions?

07795 092689